

CASE STUDY

MANUAL PENETRATION TESTING FOR CONTRACTPAL



Customer Background

ContractPal, Inc. is a SaaS Business Process Outsourcing (BPO) company that has been offering its services and custom applications to a wide variety of businesses for over a decade. Their web-based technology saves time, money, and eliminates human errors by organizing, improving, and streamlining outdated processes with nimble cloudbased applications.

Business Challenge

ContractPal provides solutions that process documents with sensitive data so they needed a reliable security assessment. Their customers require proof of regular code review and security audits, with a specific requirement for manual ethical hacking by a third party organization that is skilled and certified in performing penetration testing. This requirement as well as application specificity made an automated tool assessment ineffective, therefore ContractPal partnered with SoftServe to perform Manual Penetration Testing.

softserve

“We have a working relationship with SoftServe that spans several years. We know their engineers to be highly competent, well educated, and articulate and honest in their work. We selected SoftServe as our partner for this project because of our existing relationship and their written and verbal documentation representing their ability to deliver the service needed at a reasonable cost,” said David Martineau, CTO, ContractPal.

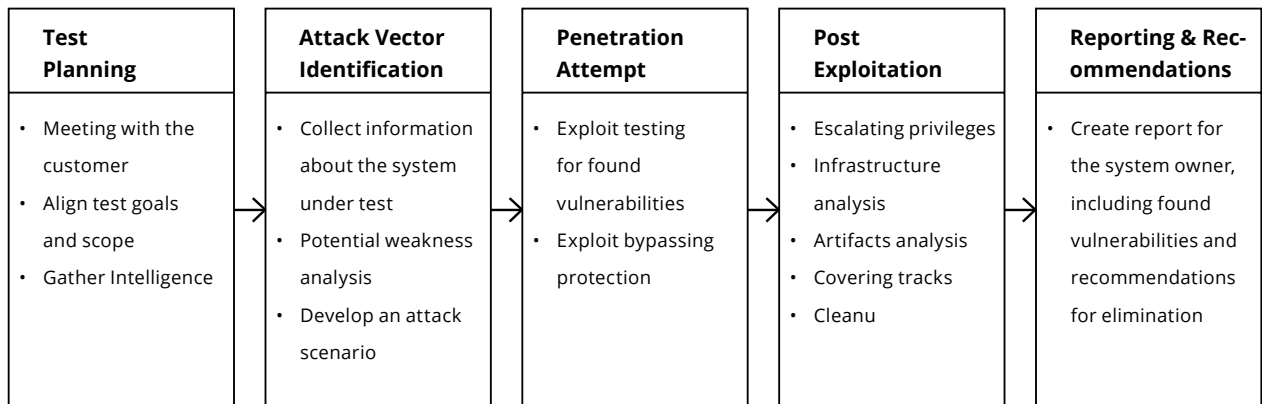
Project Description

SoftServe’s Security team of three Certified Ethical Hackers executed the project in two weeks. The test process included manual penetration testing with the market’s best security testing tools. The testing process included the following activities:

1. Dynamic application security testing
2. Manual penetration testing
3. Application source code analysis

To ensure a comprehensive and well-rounded analysis, the security experts used the following methodologies:

- OWASP Application Security Verification Standard OWASP Testing Guide
- Penetration testing Execution Standard



The most critical vulnerability was identified during the manual stage of the assessment process. It was a Cross Site Request Forgery, which is ranked #8 in the TOP-10 Web application vulnerabilities list according to the OWASP rating.

The team reported the identified vulnerabilities with detailed descriptions and video proof of each defect to help ContractPal’s development team eliminate the bugs. Additionally, SoftServe provided technical recommendations on how to correct the identified security issues.

Value Delivered

The collaborative security teams performed the audit taking into account all of the client requirements as well as security best practices and helped ContractPal:

- Save costs and avoid penalties due to non-compliance with a security policies
- Protect the company's brand and ensure the security of sensitive client information
- Ensure the application's security met the security requirements of their internal policy
- Open opportunities for collaboration as a trusted vendor/partner with new clients

"The successful delivery of the project in a relatively short amount of time and on budget resulted not only in a clear and concise security analysis and overview, but several GB of log files that help us identify attack vectors. We were able to meet the requirements of our customers, identify areas to improve, as well as obtain patterns that can be analyzed to prevent future exploits. By having access to the codebase, SoftServe had the additional advantage of identifying potential weaknesses from an "internal" perspective, helping us produce a better product. Security and compliance are moving targets and building a secure and compliant infrastructure requires constant effort. Our regular reviews require us to work with organizations who are informed and maintain qualifications for performing assessments. We intend to continue our working relationship with SoftServe so long as they offer this service at the level we need," David Martineau, CTO, ContractPal.

ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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